

REQUEST FOR ASSISTANCE (RFA) FORM INTAKE INTERVIEW LOG

<u>Date:</u> 8/9/18	<u>Interviewer:</u> CRM	RFA #18-64
<u>Name of Person(s) Requesting Assistance:</u> [REDACTED]		
<u>Contact Numbers (telephone, e-mail, etc.):</u> [REDACTED]		
<u>Status of Person(s) Interviewed (title, position, student status, etc.):</u> Student- Senior		
<u>Requested Assistance Pertaining To (name, position, policy, project, etc.):</u> [REDACTED], Professor		

To the best of your knowledge, please fill out the following:

Interviewee Status: Male Female Administrator Faculty Staff Student
 Concern Regarding: Male Female Administrator Faculty Staff Student

Category: (Please check at least one)

<input type="checkbox"/> Age	<input type="checkbox"/> Color	<input type="checkbox"/> Creed	<input checked="" type="checkbox"/> Disability
<input type="checkbox"/> Marital Status	<input type="checkbox"/> National Origin	<input type="checkbox"/> Race	<input type="checkbox"/> Religion
<input type="checkbox"/> Sex/Gender	<input type="checkbox"/> Sexual Harassment	<input type="checkbox"/> Sexual Orientation	<input type="checkbox"/> Employment
<input type="checkbox"/> Veteran Status			
<input type="checkbox"/> Retaliation			
<input type="checkbox"/> Genetic Information			
<input type="checkbox"/> Gender Identity or Expression			

Time Line		
Date	Item	Comments
8/3/18	[REDACTED] e-mailed SGS with a EOO Student Concern	[REDACTED] e-mailed SGS with concern re: a professor respecting her DRS accommodation.
8/7/18	SGS e-mail to [REDACTED]	SGS e-mail to [REDACTED] asking her to set up an appointment with CM to set an appointment
7/9/18	[REDACTED] meets with CM	CM meets with [REDACTED] CM reviewed: role of EO office, neutral fact finder in a formal investigation, policies 1600.02 and 1600.02A, difference between formal complaint/informal resolution process, protection from retaliation, limits to confidentiality in EO office. Provided [REDACTED] with copies of above policies and SGS and CM card. CM conducted an intake interview where [REDACTED] shared her concerns relating to her professor and her desired outcomes. CM took notes. CM asked [REDACTED] her desired outcomes. [REDACTED] said she would forward CM relevant e-mails. CM told [REDACTED] she would talk to SGS about her situation and get back to her sometime next week. CM welcomed

		to call the EO office if she had any questions.
8/10/18	████████ sent e-mails to CM	████████ sent CM e-mails which included copy/paste conversations from Canvas. █████ said she could not forward messages directly from Canvas because you can only forward to people who are in the class.
8/20/18	CM and SGS meet	CM reviewed with SGS the information/emails that █████ provided. SGS had some follow up questions for CM to ask █████.
8/20/18	CM phone conversation with █████	CM spoke with █████ on the phone- asked follow up questions and took notes.
8/20/18	CM e-mail to █████	Per █████ request- CM emailed █████ detailing the information she was hoping █████ could provide. CM e-mailed █████ asking for : 1) copy of the syllabus 2) copy of her accommodation from DRS 3) due date/time for Quiz 1
9/7/18	CM received emails from █████	CM received 2 emails from █████, in the subject line, indicated she had tried to send the information on 8/21, however CM did not receive it. █████ sent the information CM requested, as well as attempted to include additional screen shots. CM responded saying she had not received the email on 8/21 and also that there were no images attached to the email. █████ sent another email, again with no images attached. CM sent another email asking for █████ send the screenshots as attachments.
9/7/18	Email from █████	████████ sent an email at 4:57 with photos attached. CM did not receive until work on Monday (9/10)
9/11/18	████████ Email to CM	████████ Email to CM asking if information was received
9/11/18	CM phone call to █████	CM phone call with █████ to update re: progress and inform her that CM got her e-mails. █████ said she would see if she ever emailed her professor about her accommodation. Shortly after, █████ emailed that she did not send the professor an initial email about her accommodation.
9/24/18	CM met with SGS	CM reviewed information with SGS. SGS suggested calling DRS to get additional information as well as calling David to ask questions about particular accommodation standards.
9/24/18	CM phone call to Brenda	CM phone call to Brenda- left VM asking Brenda to call back
9/24/18	CM phone call to David Brunnemer	CM phone call to David about the meaning of 100% time accommodation. David indicated that this question has no definitive answer from the courts or OCR- however, if Professors are going to "self" accommodate (ex. Quiz takes 15 minutes, therefore I will give 60 which counts as an accommodation- as opposed for 60 minutes for students and 120 for students with 100% accommodation) there is likely a requirement of data and studies that would be required to show that the actions met the demands of the accommodation. David indicated this is not usually something professors can show and indicated the safest way to guarantee compliance with the accommodation is to double the time for students with 100% time accommodations.
9/24/18	CM phone call with Brenda in DRS	CM spoke to Brenda about any involvement DRS has had with this student and professor.
9/26/18	CM phone call to Prof. █████	CM called Prof. █████ - informed her that a student brought a concern to the EO office. Prof. █████ knew who the student was. CM informed her that she could bring a union representative with her. CM informed her that this was not a formal complaint. Prof. █████ agreed to meet with CM today at 4:00pm.

9/26/18	CM and SGS met with Prof. [REDACTED]	
9/27/18	Prof. [REDACTED] called CM	Asked if she could drop off supporting documents on 9/28/18 before noon
9/28/18	Prof. [REDACTED] stopped by EO to drop off supporting documents	CM was on the phone when Prof. [REDACTED] dropped by. Prof. [REDACTED] said she wanted to talk to CM about the documents. CM called Prof. [REDACTED] back and said she was going to be gone at noon, but asked her to drop the documents off when she was done with class and talk to SGS on the phone about them (who was working from home)
9/28/18	CM called [REDACTED]	CM called [REDACTED] and told her we were still working on her concern. CM set a tentative appointment for [REDACTED] to meet with SGS on 10/1 at 1:00. (CM will be out of town all next week)
10/1/18	[REDACTED] called [REDACTED]	Canceled meeting with SGS. [REDACTED] indicated someone from EOO will be in contact with her to reschedule in the near future.
10/3/18	SGS met with Prof. [REDACTED]	Prof. [REDACTED] brought materials relating to the class and [REDACTED]' grades. She indicated that [REDACTED] had received a 67, which equates to a D-, the grade reflects the absence taking Quiz 1. Prof. [REDACTED] indicated that she is willing to offer [REDACTED] another opportunity to take Quiz 1, but even if she received full points (10) for this quiz that she did not take previously, according to Prof. [REDACTED], she would still not have sufficient points that would result in an overall grade of C-. [REDACTED] had indicated to CM that one of her desired outcomes was to be able to achieve a C- grade so she could count Prof. [REDACTED] class as part of her [REDACTED] minor. Nonetheless, Prof. [REDACTED] was willing to offer a face-to-face exam (in the absence of being able to post on Canvas) if [REDACTED] so desire.
10/4/18	SGS called David Brunnemer	SGS called David seeking guidance about how Quiz 1 should be administered should [REDACTED] chose to take the quiz. David indicated this is a Quiz that should be administered in the DAC's testing room and that this test time should be double the amount of the time (60 min) originally given to students. This means [REDACTED] test time should be 120 minutes.
10/12/18	CM and SGS phone call with Prof. [REDACTED]	CM and SGS spoke with Prof. [REDACTED] on the phone. Wanted to inform her that [REDACTED] expressed an interest in a C-, which would be achievable with a passing score on the test. SGS informed Prof. [REDACTED] that she had spoken with David Brunnemer who said the test could be administered in the DAC by David Barrows and [REDACTED] should be given 120 minutes. Prof. [REDACTED] agreed and indicated that she had already changed her practice towards time allotted on tests as a result of the advice from SGS and David. SGS told Prof. [REDACTED] that CM would call [REDACTED] and inform her that her option was to take Quiz 1 at the DRS with a time limit of 120 minutes. SGS said CM would instruct [REDACTED] to contact Prof. [REDACTED] to discuss the materials that would be covered on the test, and when the test could be administered. Prof. [REDACTED] agreed to a reasonable amount of time to review the materials prior to the test.
10/12/18	CM phone call to [REDACTED]	CM phone call to [REDACTED] - no answer. CM left a VM asking [REDACTED] to call back.
10/12/18	CM email to [REDACTED]	CM email to [REDACTED] saying I have an update on her EO concern and asking her to call at her earliest convenience
10/15/18	CM phone call to [REDACTED]	CM phone call to [REDACTED] at 9:30- no answer. CM left VM identifying self and asked her to call back at her earliest convenience.
10/15/18	CM email to [REDACTED]	CM email to [REDACTED] asking her to get in touch re: the concern she brought to the EO office.

10/15/18	████████ phone call to CM	████████ called CM back. CM indicated that Prof. █████ would be willing to allow her to take Quiz 1, which will be proctored through the DRS, with 120 minutes of time allotted. CM indicated that this was the resolution that Prof. █████ was willing to offer. CM also indicated that Prof. █████ had been counseled about how to double time for DAC students in the future. █████ thanked CM and said she was glad she will be able to take the Quiz. CM indicated that it was discussed that █████ should contact █████ to receive the materials for the Quiz. █████ indicated she has a lot of anxiety about contacting Prof. █████ directly and was wondering if Prof. █████ could submit the materials through DRS since she will not be contacting her to take the quiz and DRS will be administering the quiz. CM told █████ that this is different than what had previously been discussed with SGS and Prof. █████ so CM would check with SGS and get back to her.
10/15/18	CM phone call to David Brunnemer	CM phone call to David Brunnemer. CM explained the situation to David regarding █████'s hesitation to contact Prof. █████. David suggested CM confirm with Prof. █████ what material will be covered on the test, then inform █████. David indicated Prof. █████ can work with David Barrows in DAC to get him a copy of the final Quiz. David suggested a deadline of November 9, 2018 to have the Quiz taken and graded, as that will allow █████ to drop a class with no consequence, as well as allow her to register for other classes. CM will propose that date to both Prof. █████ and █████.
10/15/18	CM phone call to █████	CM phone call to █████ - no answer. CM left voicemail asking █████ to call back.
10/16/18	████████ phone call to CM	████████ called CM back. Indicated to CM that she would be comfortable with Prof. █████ emailing her the materials and would feel comfortable asking clarifying questions directly to Prof. █████ if she had any. CM suggested the rough timeline of having the Quiz taken and graded by November 9, 2018, which seemed reasonable to █████. █████ thanked CM for her work and indicated she would call if she had any further concerns. CM told █████ she would be getting in touch with Prof. █████ to have her send the materials and discuss a general timeline. █████ told CM she would be available to take the test on Monday, Wednesday or Friday, as her Tuesday and Thursday are completely booked.
10/16/18	CM phone call to Prof. █████	CM phone call to Prof. █████. CM explained █████'s concern with contacting her to receive the materials, as well as the conversation CM had with David about that concern. Prof. █████ expressed extreme frustration, as she believed the matter had been settled following the discussion with SGS and CM on 10/12/18 (that the next step would be █████ reaching out to her), and felt like the plan was being changed. CM explained that between then and now she had consulted with █████ and David. Prof. █████ expressed deep frustration with the way this process has gone, indicating that she feels like the student has been dictating the process and that her position has not been considered. CM indicated the EO office would welcome feedback from Prof. █████ on how the process could be improved, as Prof. █████ also expressed frustration in dealing with the EO office. Prof. █████ indicated she was not willing to reach out to the student in order to provide the material that would be included on the Quiz. In trying to determine how to go forward, CM suggested CM could be an intermediary and pass the reading information on to █████. While on the phone with CM, Prof. █████ went into the Canvas page and dictated to CM the readings that were covered on Quiz 1. Prof. █████ identified █████ and █████. CM asked when █████ would like the Quiz administered. Prof. █████ indicated she would like the Quiz taken by █████ on Friday 10/19. CM asked Prof. █████ if she would

		be willing to offer the quiz the following week to allow [REDACTED] time to prepare, given that she has a full course load. Prof. [REDACTED] expressed frustration with the request and indicated CM had asked her when she would like the Quiz administered, and she would like it administered on 10/19. Prof. [REDACTED] indicated that [REDACTED] should have already read these materials during the Quarter, so this should simply be a review. CM said she understood. CM said she would contact the DAC to learn what information they needed from Prof. [REDACTED] in order to administer the Quiz. CM indicated she would call the DAC and get back to Prof. [REDACTED] right away by phone- with the information. Prof. [REDACTED] indicated, given the history with [REDACTED], that she would provide an answer key to a third party for this Quiz, thought that was not something that EO asked for. Prof. [REDACTED] continued to express a deep frustration with the process.
10/16/18	CM Phone call with Sam at DAC	CM called to speak with David at DAC, however, David was out of the office so she spoke with Sam who was able to answer her questions. Sam provided instructions to CM about how DAC could assist in administering the Quiz for [REDACTED].
10/16/18	CM Phone call with Prof. [REDACTED]	CM phone call to Prof. [REDACTED] where she conveyed the information required by DAC to allow them to administer the Quiz.
10/16/18	CM phone call to [REDACTED]	CM phone call to [REDACTED] - no answer, left a VM to call back
10/16/18	[REDACTED] phone call to CM	[REDACTED] called CM back quickly (around 3:00) while on a break from class. CM informed [REDACTED] of the readings that would be covered on the Quiz, as dictated above, and informed [REDACTED] that Prof. [REDACTED] would like the test administered on Friday the 19 th . CM told [REDACTED] that she will talk with the DAC to make sure that everything is ready for her to take the Quiz on Friday. [REDACTED] requested a quiz time of 1:00. [REDACTED] indicated she would be able to find a copy of the readings, which CM told her were the same as previously covered on Quiz 1. [REDACTED] thanked CM for her time and effort.
10/17/18	CM phone call with David Barrows	CM spoke with David Barrows in DAC to check that everything was in place for [REDACTED] to take Quiz 1, and to check if 1:00 on Friday is a time that would work to take the Quiz, which he indicated it would.
10/17/18	CM email to [REDACTED] and CC'd David	CM emailed [REDACTED] to let her know that 1:00 on Friday the 19 th will work to take Quiz 1 at the DAC. David was CC'd on the email.
10/19/18	CM phone call with David Barrows	David called CM to inform her that [REDACTED] had come and completed the Quiz at the DRS. David indicated he would scan and send a copy of the completed Quiz back to Prof. [REDACTED], as well as send the hard copy of the Quiz as well.
10/22/18	Prof. [REDACTED] email to HC	Prof. [REDACTED] emailed HC on 10/22/18 indicating she had received [REDACTED] completed Quiz and graded it. Prof. [REDACTED] indicated she submitted a grade change for [REDACTED] who had received full points on the quiz and now has a C in the class.
10/22/18	CM phone call to [REDACTED]	Informed [REDACTED] that Prof. [REDACTED] had graded her quiz and submitted a grade change. CM suggested to [REDACTED] that in the future, she should make sure to meet with her professors about her accommodation early in the quarter, and if she has any concerns, the earlier she raises those concerns, the better. [REDACTED] indicated she had reviewed the material from DAC and understood what CM was saying. [REDACTED] thanked CM for the assistance.